I OSA. KIRJUTAMINE

Task 1 (9 points)

LETTER

You recently bought some clothes from an online shop, but some issues occurred:

- item quality;
- wrong size;
- wrong colour.

Write a letter to the customer service representative of the shop, <u>complaining about the issues</u>, <u>saying exactly what was wrong</u> and <u>requiring action</u>.

Use the pen name Mari Mets/Mart Mets for yourself. **Do not write** any addresses.

You should write 120 words.

ROUGH NOTES

A INNOVE

EKSAMITÖÖ KOOD

INGLISE KEELE RIIGIEKSAM

I VIHIK 2. MAI 2017 HINDAJATE KOODID I OSA. KIRJUTAMINE AEG: 90 MINUTIT 2 ülesannet Eksamitöö kirjuta sinise või musta tindi- või pastapliiatsiga. **LETTER** (the task is on page 4) 2 May 2017

Task 2 (16 points)

REPORT

The European Youth Forum is gathering information about what students in different countries did after they finished school in 2016. Look at the table below showing data about the plans of school-leavers in Estonia in 2016 and their actual choices.

Choices	Plan	Reality
University in Estonia	70%	67%
Vocational school in Estonia	7%	14%
Study abroad	11%	5%
Work	7%	9%
Gap year	5%	5%

Write a report to Jenny Smith, representative of the Forum, <u>describing the situation in Estonia in 2016</u>, and <u>giving reasons for the two biggest differences between plans and reality</u>.

You should write **200 words**. Use the pen name Mari/Mart Mets for yourself if necessary.

ROUGH NOTES

INGLISE KEELE RIIGIEKSAM 2017

REPORT	

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